

# Section V

## Regional Population Health Offices

### Concept

Regional Lead Agent population health offices should directly support population health activities at MTFs and by Managed Care Support Contractors and serve to coordinate MTF and Managed Care Support Contractor activities with MHS and Service Headquarters offices and programs that affect population health and optimization.

### Functions

#### *Support MTF population health activities*

Within a Region, MTF and Managed Care Support Contractor activities can be coordinated to effectively and efficiently utilize resources and achieve mission success. Regional Lead Agent population health offices can interact with MTFs in the Region and Managed Care Support Contractors to identify common issues in geographically defined populations and facilitate the development of local solutions. Similarly, Regional Lead Agent population health offices can analyze resource and policy issues in these populations and support MTFs and Managed Care Support Contractors in developing and deploying solutions.

#### *Actionable information to MTFs*

One of the most powerful functions of Regional Lead Agent population health offices is to develop, synthesize, and disseminate actionable information on the health status and health service needs of specific populations within their jurisdiction. By providing actionable information to the accountable MTFs, there will be clarity in regard to preventive services, condition/disease/case management, data administration, and other tasks required to improve the health

status of the population. In response to needs of MHS enterprise and MTFs, the Regional Lead Agent population health office may extract and analyze population health data or may use existing or future capability in various Service and MHS agencies to develop population health information (see MHS Support Center). Regional Lead Agent population health offices can serve the equally important functions of identifying health information needs for the Region and its MTFs, disseminating and interpreting relevant information, and assuring that appropriate action is taken.

The Regional Lead Agent population health office also will function to establish clinical regions wherein two or more MTFs' populations overlap and the MTFs share clinical capacity in providing comprehensive primary and specialty services to these populations. Such overlapping populations create a unit of analysis for population health that is larger than the MTFs but smaller than the geographic region. Two commonly cited examples of areas where discrete military populations access multiple MTFs for care are the Seattle-Tacoma area in Region 11 and San Antonio in Region 6. In areas like these, health service needs of enrollees should be considered not only by each MTF, but also by analyzing and aligning resources and health information among the co-located MTFs that act as a clinical region. Clinical regions that integrate delivery systems for population health become effective and efficient.

#### *Support reporting to enterprise*

Regional Lead Agent population health offices can serve another important function by developing Region-level population health data that support the

role-up or aggregate enterprise-level metrics for decision support at the most central offices of the MHS. This same Region-level data can be used to compare among Regions. Such inter-Region comparisons facilitate benchmarking, a driver of Region-level optimization and population health improvement. These comparisons also aid in identifying opportunities to realign resources to promote enterprise optimization.

### *Knowledge transfer*

Regional Lead Agent population health offices must support knowledge transfer among MTFs, between Regions, and both to MTFs from Headquarters and to Headquarters from MTFs. Effective sharing of lessons learned, whether good or bad, is critical for the success of population health improvement initiatives in the large, diverse, and complex MHS.

## Roles

Regional Lead Agent population health offices should facilitate population health working groups with within their Regions with representatives from MTFs in the Region. They will be invited to join the planned MHS Population Health Work Group. A list of Regional Lead Agent office population health representatives can be found at [http://www.tricare.osd.mil/opt\\_int/PHIT.htm](http://www.tricare.osd.mil/opt_int/PHIT.htm).

The capabilities needed for Region population health offices include population health information management, workgroup coordination and management, program management, and health policy. The offices must have expertise in health measure definition, data extraction, analysis, and evaluation, and information dissemination.